

Unemployment Insurance Q and A

Updated 4-7-2020

AIC: Q. What does AIC mean when it is placed on the claimants profile in UI? A. **Additional Initial Claim, which is UInteract jargon for Renewal.**

Backdating a claim: Q. How can I back date a customer's claim after they already submitted their claim? A. **Staff should be able enter a BD request outside of the claim filing process if you have the role that allows this. To enter the BD Request:**

- Click on Benefit Maintenance
- Backdate Claim Request
- Fill in the desired BYB
- Fill in the reason for backdating
- Make a History Log comment listing why the claim is being backdated and the BD Date requested.

Call back date: Q. If the claimant **enters** a call back date, does it adversely affect the claimants if they do not return on that date. Is it required of the claimant to call to extend the date or does it automatically covert over to the extended benefits timeframe merely because it is COVID-19? A. **If the claimant has entered a call back date and they will not be returning to work on that date they will need to contact claim center to have the dated changed.**

Call back/recall date: Q After customer has revealed the call back/recall date, how long does it take to reflect 0 job contacts on Weekly Request for Payment claim? A. **0 contacts will reflect the following workday.**

Call back form: Q. Could you check to see from UI how many times they will attempt to contact a claimant once we send in the call back form? A. **If the claimant does not answer and DES cannot leave a message, they will make 2 or 3 attempts.**

Date of birth: Q. We are encountering customers with 11/11/1111 date of birth on Uinteract. These customers are not able to create an account because of this birthdate does not match theirs. "Information Does Not Match". A. **This will have to be changed by DES or OWD staff. Benefit Maintenance → Update Claimant Profile → Contact Details.**

Earned wages: Q. If an employee is laid off due to COVID-19 from their company and the company is paying a fraction of their wages during layoff, would that small payment be considered "earned wages" when they file for UI benefits? A. **Yes. DES is updating the questions on the weekly requests question to cover this.**

Employer questions: Q. If an employer contacts the ETT team with questions, could we request a call-back for them? If so, would it go to a different e-mail? A. **Yes the call back form can be used to request a call back from DES for an employer. Use the same email address, esuicallback@labor.mo.gov.**

Filing claim again within 12 month period: Q. If they have exhausted their claim in the last 6 months, but were currently working, and now laid off again due to COVID – the UInteract system is not allowing them to file. A. **You can only receive UI benefits for 20 weeks in a benefit year that is why they cannot file a new claim until their benefit year is up.**

Hot line calls: Q. Can our staff conference call in a claimant with claim center staff via the “hot line”? A. **No, DES will be providing a “call back” form that staff can use to obtain direct assistance for a UI claimant.**

Illness and eligibility: Q. If a person is ill and cannot work due to COVID-19 are they eligible for UI? A. **Anyone can file for UI and should be instructed to do so if they have been laid off from their job. However, the requirement to be “available and able” for work is still in effect. If a person is unable to work due to illness they may be ineligible for benefits during the time they are ill.**

IVR operating hours: Q. Are the IVR phone lines open 24-7 for those that are just filing their “weekly request for payment”? A. **For weekly requests, the IVR is available 24-7. For initial or renewed claims, they would have to call between 8:00 and 5:00 Monday through Friday.**

Layoff due to COVID-19: Q. If a person is laid off due to COVID-19 does their employer have to contact DES to make them exempt from job searching? A. **No, there is a question at the beginning of the claim filing process that asked them if they are filing due to COVID-19, if they say yes when they complete the claim filing it will tell them they are exempt from job searches for 8 weeks. And is that for a term of only 8 weeks? Currently it is for 8 weeks but that could be extended based on the situation involving COVID-19 after 8 weeks.**

Married name change: A. We are encountering customers trying to create an account on Uinteract with their new married name however Uinteract reflects previous married name or maiden name. Will Uinteract allow customer to enter new married name with an issue or should the customer be entering the previous married name/maiden name and show proof of name change at a later date? A. **Claimant can update their name through Update Address. (NOTE: If maiden name or prior married name is part of the User ID, that cannot be changed).**

Mobile app for filling claim: Q. What is the mobile app, I tried looking on DOLIR website and could not find it. A. **DES do not have a mobile app. However, UInteract**

does have “responsive design”, which means if you access UInteract from a smartphone or tablet, the system will recognize the device and format accordingly.

Name change on claim: Q. We have received conflicting information. Can a claimant change their name once they access their UI account? And if so what tab would they use? A. **Update Address tab.**

Part-time job: Q. I heard that you may know how to enter the employment information (UI claim) for an individual who is working two part-time jobs and gets laid off from one? A. **They can put the last day they worked as of the time they are filing the claim. They should answer “Working Part Time” for reason they are no longer working for this employer.**

Password reset: Q. Where can I find the following? “Open the Dolir.PasswordReset Inbox and review the oldest email in the basket”. A. **It should be in Outlook below their regular email boxes.**

Password reset: Q. When resetting a person’s IVR password, does it default to 0000? A. **Yes, in the IVR it resets to 0000.**

Payment pending: Q. What does Payment Pending 10 Days AIC means? A. **It means that the claim was renewed, and is now in the protest period.**

Proof of Identity (POI): Q. Quick question about this so that I am telling my staff the correct information: when you say initial registration, does this mean that the customer only has to have a Wagner Peyser application date to send the PO84? Or do they need the application date and participation date to send the PO84? A. **At the bare minimum a person needs to be a registered user of MoJobs. That means they complete Registration (we are not talking about WP at this point in time). When registration is completed they get a State ID and we are then able to add a case note on that individual’s record and a PO84 is a case note.**

Self-employed filing: Q. Should we be telling self-employed customers to file weekly claims even though they have been denied? We understand self-employed customers can file quarterly however we are needing clarity if they should be filing weekly like uninsured workers? A. **They should file the weekly requests. DES is still working out how PUA is going to be set up, and it is possible with PUA there will be an alternate method to claim weekly. But, if DES is able to use the previously submitted weekly requests it will make the process easier for them.**

Shared work: Q. If the claimant has been on Shared Work, but is now being laid off, either temporarily or permanently, how do they convert their claim to a regular claim in

order that they may file weekly certifications? Do they have to call the RCC? A. The claimant will need to contact the RCC or you can submit a call back form.

UI: Q. What does UI stand for? A. You and I, together we will get through these times😊